IS Technical Services Specialist

<u>POSITION SUMMARY</u>

This is an advanced level position that supports the areas of server and related IT infrastructure. Responsibilities include: implementing technical & security policies, standards and procedures established by higher level positions, supporting IT infrastructure (e.g., network connectivity, performance tuning, etc.), and providing expertise and problem resolution across multiple hardware and software on both server and workstation platforms. The position works with other Technical Services staff on monitoring and reporting on infrastructure capacity, performance, change management and ensures system reliability. This position works under the general supervision of the Technical Support Services Section Chief.

<u>GOALS AND WORKER ACTIVITIES</u>:

15% **<u>Goal A</u>: Participates with TSS staff in the support for agency IT Infrastructure (e.g., network connectivity, performance tuning, etc.), server and workstation systems and technologies.**

A.1 Follow current infrastructure standards, platforms, and policies, recommending any new standards or needed changes to current practice; ensure consistency with Department of Administration (DOA) guidelines or policies.

A.2 Under the direction of management, prepare agency communications regarding systems and services.

A.3 As a back-up or for specific assignments, follow a methodology for infrastructure performance measurements/metrics, capacity planning and change management procedures.

A.4 Research, analyze, and evaluate new and emerging technologies. Recommend changes and opportunities for improvement to management as appropriate.

45% **<u>Goal B</u>: Provision of advanced level technical support for both physical and virtual servers as well as workstation infrastructure.**

B.1 Manage the agency IT infrastructure to resolve known problems, maintain current software, and to support changing hardware configurations, software configurations, and applications requirements.

B.2 Administer servers including: Citrix XenApp, IIS, SQL, CRM, SharePoint, and Commvault backup system.

B.3 Utilizing best practices, standards and check list procedures, assess and resolve all levels of PC workstations and tablets support calls including coordination and communication with the end-user and other staff and vendor support as required.

B.4 Following best practices, standards and check list procedures, deploy both physical and virtual servers (ex. Convert servers to/from template, server install and configuration)

B.5 Follow procedures for problem resolution for use by other infrastructure professionals.

B.6 Perform upgrade\patching of infrastructure hardware and software.

B.7 Assist in the investigations of infrastructure components and their costs.

B.8 Attend any state sponsored infrastructure related user group meetings.

15%   <u>**Goal C**</u>**:**   **Support management IT Infrastructure projects and Division needs ensuring compliance and compatibility with enterprise wide standards.**

C.1.   For assigned customer requests/needs, develop a project plan and keep higher-level staff and management apprised of status.

C.2   Provide input on agency IT infrastructure needs through discussions with staff and Bureau management.

C.3   Assist management staff in determining appropriate timelines for various projects and acquisition considering staff and equipment availability; inform agency staff of any changes.

C.4   Manage plans to improve infrastructure performance and reliability.

C.5   Manage IT infrastructure projects ensuring compatibility with existing architectures and enterprise wide standards.

C.6   Review systems software or hardware issues/changes with unit staff ensuring compliance and compatibility with enterprise wide standards.

10%   <u>**Goal D**</u>**:**   **Responsible for implementing established agency security policy to ensure reliability and integrity.**

D.1   Provide input to management on internal policies and operating procedures regarding security activity based on work activities, trends seen, etc..

D.2   Administer agency antivirus software.

10%   <u>**Goal E**</u>**:**   **Provision of documentation and advanced technical service to BITS staff.**

E.1   As assigned, write documentation for all BITS staff to aid in the proper use of the system, system software, security, and the network.

E.2   Provide problem-solving service to ensure minimum delay of production and test jobs.

E.3   Troubleshoot system problems, gathering available documentation and work with vendors and/or BITS staff as appropriate for problem resolution.

E.4   Technical specialist for infrastructure resource questions, concerns and problem resolution. Obtain input from, or refer complex issues to colleagues and management.

5%   <u>**Goal F**</u>**:**   **Enhancement of professional skills through training and education.**

F.1   Work with other BITS staff on special projects to increase job-related knowledge.

F.2   Attend schools, training sessions, seminars, and workshops to increase job-related knowledge.

F.3   Consult with other BITS professionals to mutually improve job-related skills.

<u>Knowledge, Skills and Abilities:</u>

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1. Knowledge of LAN and WAN protocols and overall network administration.

2. Knowledge of Security Practice and Concepts (Firewalls, Intrusion Detection/Prevention, etc.)

3. Knowledge of telecommunications technology

4. Knowledge of Microsoft SQL

5. Knowledge of negotiation skills

6. Analytical problem solving skills

7. Hands on experience with and ability to apply effective problem management techniques

8. Hands on experience with workstation and server architecture

9. Hands on experience with client/server technologies and methodologies.

10. Hands on experience Windows Server administration using Windows 2008, 2012, 2016 Operating Systems

11. Hands on experience managing a Microsoft Windows production environment, including Active Directory, DNS, permissions, network authentication, server hardware/software support.

12. Hands on experience with Microsoft Dynamics CRM and SharePoint

13. Hands on experience deploying and maintaining IIS and public facing websites.

14. Experience monitoring, installation, configuration, tuning and management of IT Infrastructure.

15. Experience with patch management practices

16. Experience managing assigned projects utilizing effective project management techniques.

17. Willingness and ability to quickly learn new technologies

18. Effective verbal and written communication skills, including the ability to document technical issues, procedures, etc.

19. Ability to work in a team and discuss highly technical issues with persons outside of the area or non-IT staff in an effective manner.

Special Requirements: Occasional evening or weekend work may be required as a part of regular job duties to perform patches, upgrades, etc.